

What is claimed is:

- 1 1. A method of delivering a message from a customer to a remote
2 services system comprising:
3 assigning a message a unique identifier;
4 transmitting the message and the unique identifier from the customer to the
5 remote services system;
6 saving a copy of the message with the customer until acknowledgement of
7 receipt of the message is received by the customer;
8 acknowledging receipt of the message from the remote services system to the
9 customer using the unique identifier when the message is received;
10 discarding the copy of the message when receipt of the message is
11 acknowledged; and,
12 retransmitting the message when the receipt of the message is not
13 acknowledged.
- 1 2. The method of claim 1 wherein
2 the remote services system includes an intermediate mid level manager farm
3 having a plurality of intermediate mid level managers; and
4 the retransmitting the message is via a different intermediate mid level
5 manager of the plurality of intermediate mid level managers within the
6 intermediate mid level manager farm.
- 1 3. The method of claim 2 wherein
2 the intermediate mid level manager farm uses a shared session object to share
3 information within the intermediate mid level manager farm.
- 1 4. The method of claim 3 wherein
2 the shared session object includes a local resource locator, the resource locator
3 indicating from where the message originated and the unique identifier.
- 1 5. The method of claim 1 wherein
2 the remote services system includes an applications mid level manager farm
3 having a plurality of applications mid level managers; and

the retransmitting the message is via a different applications mid level manager of the plurality of mid level managers within the applications mid level manager farm.

6. The method of claim 5 wherein the applications mid level manager farm uses a shared session object to share information within the applications mid level manager farm.

7. The method of claim 6 wherein the shared session object includes a local resource locator, the resource locator indicating from where the message originated and the unique identifier.

8. A system for delivering a message from a customer to a remote services system comprising:

means for assigning a message a unique identifier;

means for transmitting the message and the unique identifier from the customer to the remote services system;

means for saving a copy of the message with the customer until acknowledgement of receipt of the message is received by the customer;

means for acknowledging receipt of the message from the remote services system to the customer using the unique identifier when the message is received;

means for discarding the copy of the message when receipt of the message is acknowledged; and,

means for retransmitting the message when the receipt of the message is not acknowledged.

9. The system of claim 8 further comprising an intermediate mid level manager farm having a plurality of intermediate mid level managers, wherein the retransmitting the message is via a different intermediate mid level manager of the plurality of intermediate mid level managers within the intermediate mid level manager farm.

10. The system of claim 9 wherein
the intermediate mid level manager farm uses a shared session object to share
information within the intermediate mid level manager farm.

11. The system of claim 10 wherein
the shared session object includes a local resource locator, the resource locator
indicating from where the message originated and the unique identifier.

12. The system of claim 8 further comprising
an applications mid level manager farm having a plurality of applications mid
level managers, wherein the retransmitting the message is via a
different applications mid level manager of the plurality of mid level
managers within the applications mid level manager farm.

13. The system of claim 12 wherein
the applications mid level manager farm uses a shared session object to share
information within the applications mid level manager farm.

14. The system of claim 13 wherein
the shared session object includes a local resource locator, the resource locator
indicating from where the message originated and the unique identifier.